Provider and Credentialing Agent Initial Medicaid ID Linkage

This document describes the steps for a Provider or Credentialing Agent (CA) to initially link their existing KY Medicaid IDs to their accounts.

Overview

When a Provider or Credentialing Agent initially logs in to their KY MPPA account, they will be provided the opportunity to link their existing KY Medicaid IDs to their KY MPPA account. This opportunity will be provided on their first and second log ins.

Provider Linkage

The Provider will need to be linked to their existing KY Medicaid IDs for them to be able to perform maintenance-related actions on those Medicaid IDs *(maintenance-related actions include a Maintenance action, Revalidation, Reinstatement, or Re-application)*.

Credentialing Agent Linkage

Credentialing Agents must be linked to the Provider and their Medicaid IDs in order to perform maintenance-related actions on behalf of the Provider. There are two separate ways this can happen:

- If CAs have been previously associated to KY Medicaid IDs, they will be provided an opportunity to link to these Medicaid IDs upon their first and second log in to KY MPPA using the process outlined in this job aid.

- If CAs have not been previously associated to KY Medicaid IDs *(or the information did not transfer into KY MPPA)*, the CA will need to be invited to link through an invitation from either the individual Provider or the organization's Organization Administrator.
    - This process is described in the '**Using the OMA Tool to Invite-Link-Delink and Manage Credentialing Agent Access to KY Medicaid IDs'** job aid.

Note: *Credentialing Agents do not need to be linked to a Provider to begin a New Enrollment application. The Provider and CA will be linked when the application prepared by the CA is approved by the Department for Medicaid Services (DMS) and the KY Medicaid ID is issued.*

Initially Linking Provider and Credentialing Agents to Medicaid IDs in KY MPPA

Log in to KOG (Figure 1) and launch KY MPPA (Figure 2).

Note: *You can access the log in screen by clicking on the KY MPPA link (https://prdweb.chfs.ky.gov/partnerportal/Home.aspx) and clicking on the **Let's Get Started** button.*

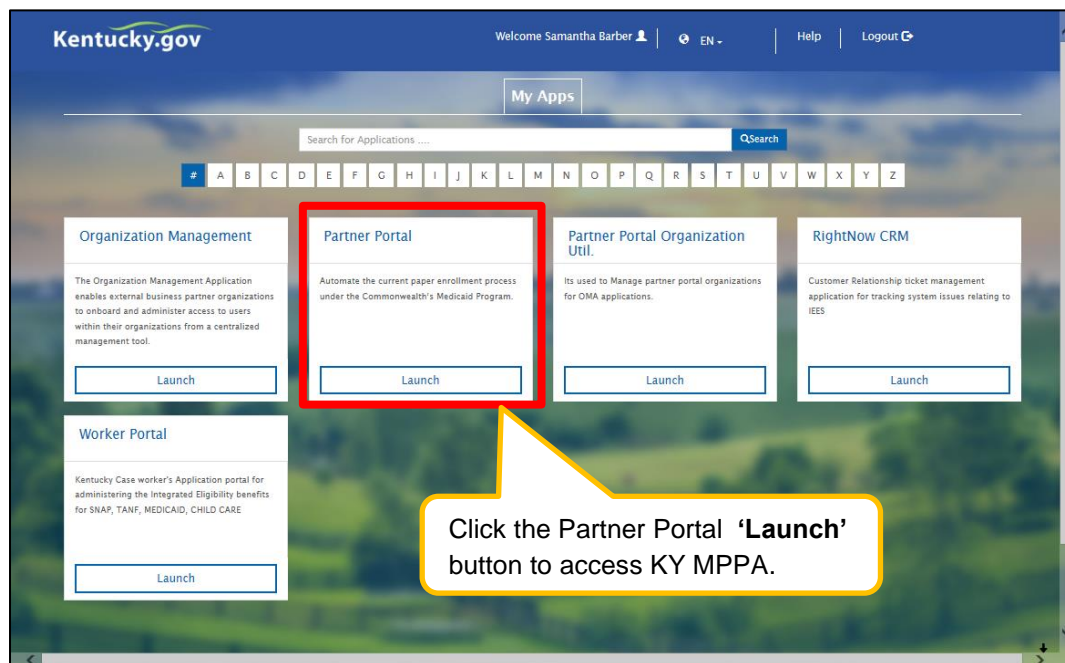**Figure 1: KOG Gateway Log In**

Figure 2: Click on Partner Portal 'Launch' Button

Proceed through the **Terms of Use** screen.

KY Medicaid Provider Number Association Linking Screen

The first and second time you log in, you will be able to associate your KOG email address with your Medicaid ID number on the **KY Medicaid Provider Number Association** screen. This is a screen that only those Providers with existing Medicaid IDs *(or Credentialing Agents linked to those Providers)* will see.

Note: *You will not see this screen if your existing KY Medicaid IDs are not linked to the email address used to set up your KOG/KY MPPA account.*

- Check the boxes of the IDs that are yours under the **Mine** column. (Figure 3).
  - If all of the Medicaid Provider Numbers listed are yours, click the box under Mine in the column header.
  - If some of the Medicaid Provider Numbers are yours, select only the ones that apply.
  - If none of the listed Medicaid Provider Numbers are yours, click **"None of the Medicaid IDs are mine"** below the association table.

Figure 3: KY Medicaid Provider Number Screen – Select Medicaid IDs

For the KY Medicaid Provider Numbers you have selected to associate to your KY MPPA account, you must now select whether you are linking as the Provider or Credentialing Agent. You will do this by clicking the box in the appropriate column for your role. See Figure 4.

KY MPPA, V2

- To select the Medicaid ID as a **Provider**, click the selection box in the Provider/Owner column for each of the selected Medicaid Provider Numbers. (red 'x')
  - If <u>all</u>, select the box immediately under the Provider/Owner label in the column header. (black 'x')

- To select the Medicaid IDs as a **Credentialing Agent**, click the appropriate boxes in the Credentialing Agent (CA) column.

Figure 4: KY Medicaid Provider Number Screen – Select Association Role

When the role has been selected for each Medicaid ID, click **Submit**.

Once you click Submit, you will be asked to confirm that the selected Medicaid IDs are yours. See Figure 5.

- Click **Yes** to continue. *Selections cannot be deleted upon clicking Yes.*
  - You are now linked to these Medicaid IDs and will see them on your KY MPPA Dashboard.

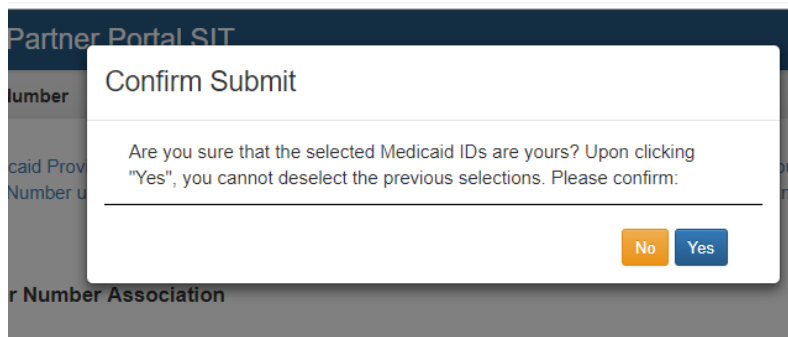- Click **No** to return to the association screen.

Figure 5: KY Medicaid Provider Number Confirm Screen

Note: *If you did not select all the provided Medicaid IDs, you will be provided another opportunity to select the remaining Medicaid IDs for association on your second log in to KY MPPA.*

KY Medicaid Provider Number Confirmation Linking Screen

Once you have completed the KY Medicaid Provider Number Association screen, you will be presented with the **KY Medicaid Provider Number Confirmation** screen. (Figure 6)

Note: *You will also be presented the **KY Medicaid Provider Number Confirmation** screen if your existing Medicaid ID(s) are not associated with the email address you used to set up your KY MPPA Kentucky Online Gateway (KOG) account.*

Figure 6: KY Medicaid Provider Number Confirmation Screen

Answer the question **"Do you have any Existing KY Medicaid Provider Number(s)?"**

- If you <u>do not have an existing Medicaid ID</u>, click **No** and **Save & Next**.
  - o You will be taken to the KY MPPA Dashboard where you will be able to begin your New Enrollment application by clicking on the **Application** tab.

- If you have an existing KY Medicaid ID and <u>were able to link to all</u> your existing Medicaid IDs on the KY Medicaid Provider Number Association screen *(previous linking screen)*, click **No** and **Save & Next** because there are no additional KY Medicaid IDs to link.
  - You will be taken to the KY MPPA Dashboard where you will be able to access the information associated with your KY Medicaid IDs from the **KY Medicaid Provider IDs** section.

- If you have an existing KY Medicaid ID and <u>were not able to link to all your existing Medicaid IDs</u> on the KY Medicaid Provider Number Association screen *(previous linking screen)* or <u>were not presented with the KY Medicaid Provider Number Association screen</u>, click **Yes** and **Save & Next** because you still have KY Medicaid IDs that need to be linked to your account.
  - You will receive a message instructing you to call the KY MPPA Contact Center so they can manually link you with your associated Medicaid IDs. (Figure 7)
  - Click **Next** to continue to your KY MPPA Dashboard.

Figure 7: Cannot Find Associated Medicaid IDs

Continue to KY MPPA Dashboard

When the association of your KY MPPA account to your existing Medicaid ID(s) is successful, you will be assigned the appropriate Provider or Credentialing Agent role. At this time, you will be prompted to enter your VIP security code. See Figure 8.

KY MPPA, V2

Figure 8: Multi-Factor Authentication Screen – Enter VIP Token

Note: *If you have not downloaded and installed your VIP Token, you will be prompted to do so at this time. Refer to the **'Provider and Credentialing Agent Account Sign On to KY MPPA'** job aid for VIP download and installation instructions.*

Once you have entered your VIP token, you will proceed through the **Welcome** screen to your KY MPPA **Dashboard**. Verify the KY Medicaid IDs you linked are visible in the **KY Medicaid Provider IDs** section of the Dashboard. See Figure 9.

Figure 9: KY Medicaid Provider IDs Dashboard Section

Note: *If all the Medicaid IDs you selected are not included in the KY Medicaid Provider IDs section, you will need to reach out to the KY MPPA Contact Center for assistance.   You can reach the Contact Center by email (*medicaidpartnerportal.info@ky.gov*) or via phone at 1-877-838-5085, Extension 1. For more information on how to contact the Contact Center, see the* **'Preparing to Call or Email the KY MPPA Contact Center'** *and* **'Contact Center Assistance'** *job aids.*